

**Missouri State Public Health Laboratory**  
**2012 Customer Satisfaction Survey Report**

Conducted September, 2012

## **MSPHL Customer Satisfaction Survey, Conducted September, 2012**

In order to improve customer service the Missouri State Public Health Laboratory (MSPHL) needed to better understand the needs of the Laboratory's customers and to create a baseline evaluation of services. This survey was conducted during the month of September, 2012. Because it was difficult to determine how best to reach our customers to gain participation, a survey was developed and placed on the Laboratory's website. Slips of paper were added to mailing kits and result reports directing customers to the website. The MSPHL is happy to report that the Laboratory received 142 responses.

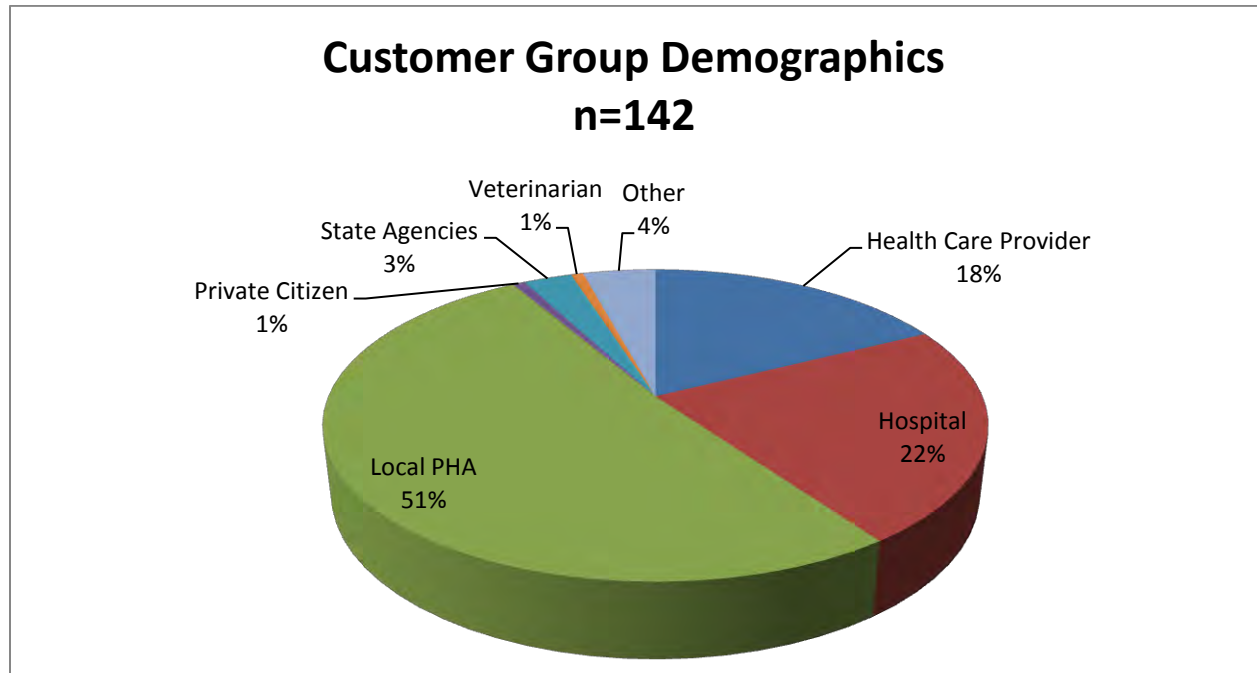
A wide range of customer groups took the survey (see the Customer Group Demographics chart) which helped give the MSPHL a comprehensive look at its services. This survey covered several topics such as communication, ease of ordering test kits and result reports. Some highlights from the survey include a 98% satisfaction rate (includes slightly, very or extremely satisfied) with the Laboratory's courier service (n=112). 97% of respondents (n=136) were at least slightly satisfied with the knowledge of staff. Satisfaction for the overall experience and services provided at the MSPHL was 99% (n=131).

From the survey it appears that MSPHL customers want an alternative to receiving result reports by mail. According to the survey 55% of respondents (n=140) still wanted to receive results by mail, but 41.4% selected Fax as an option and 27.9% and 22.1% stated email or secure website respectively. There were also several comments in the free text field that mentioned easier access to result reports. The MSPHL is currently working on several projects to improve the accessibility of result reports that will be faster than traditional mail. MSPHL will keep you updated on the progress as we develop those projects.

The MSPHL would like to thank everyone who took our survey. The MSPHL values your opinion and have learned a lot about laboratory services from your responses. As the MSPHL improves, additional surveys to measure laboratory performance may be necessary. The Laboratory appreciates your participation in advance. If you ever have a question or concern please feel free to contact the laboratory directly through email [LabWeb1@health.mo.gov](mailto:LabWeb1@health.mo.gov) or call 573-751-3334 and we will be happy to help in any way we can.

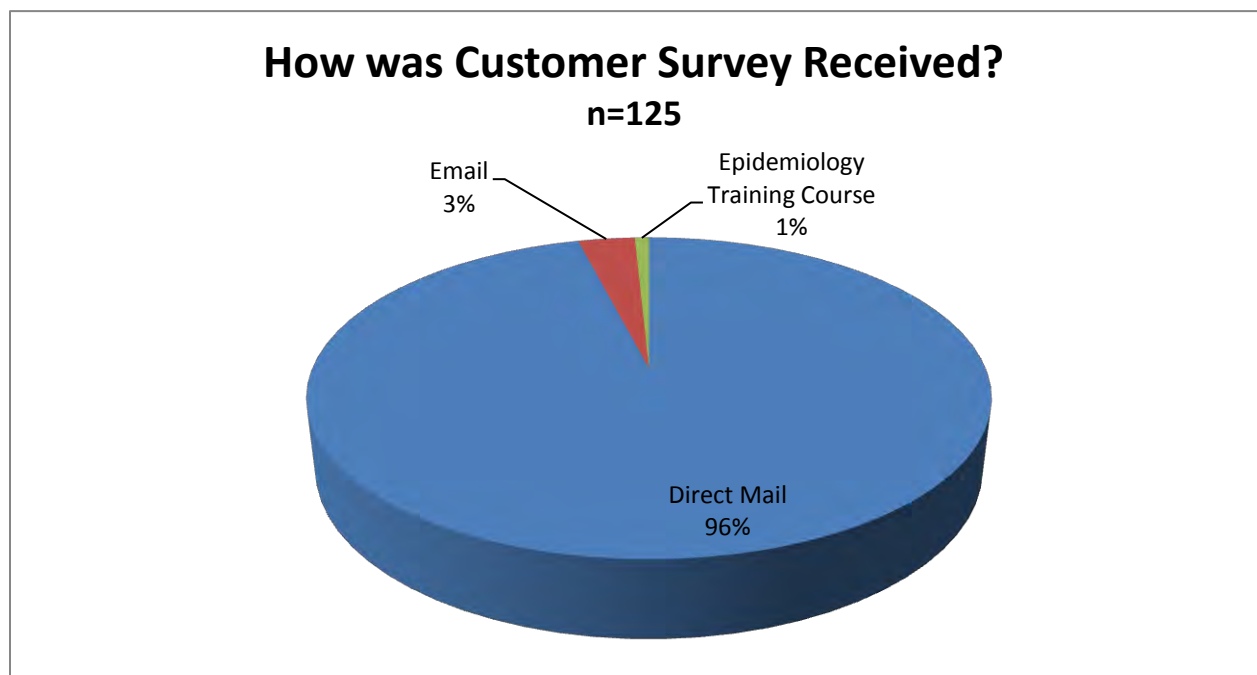
Please find the results to the entire survey attached.

**Which of the Following Customer Group would best describe you?**



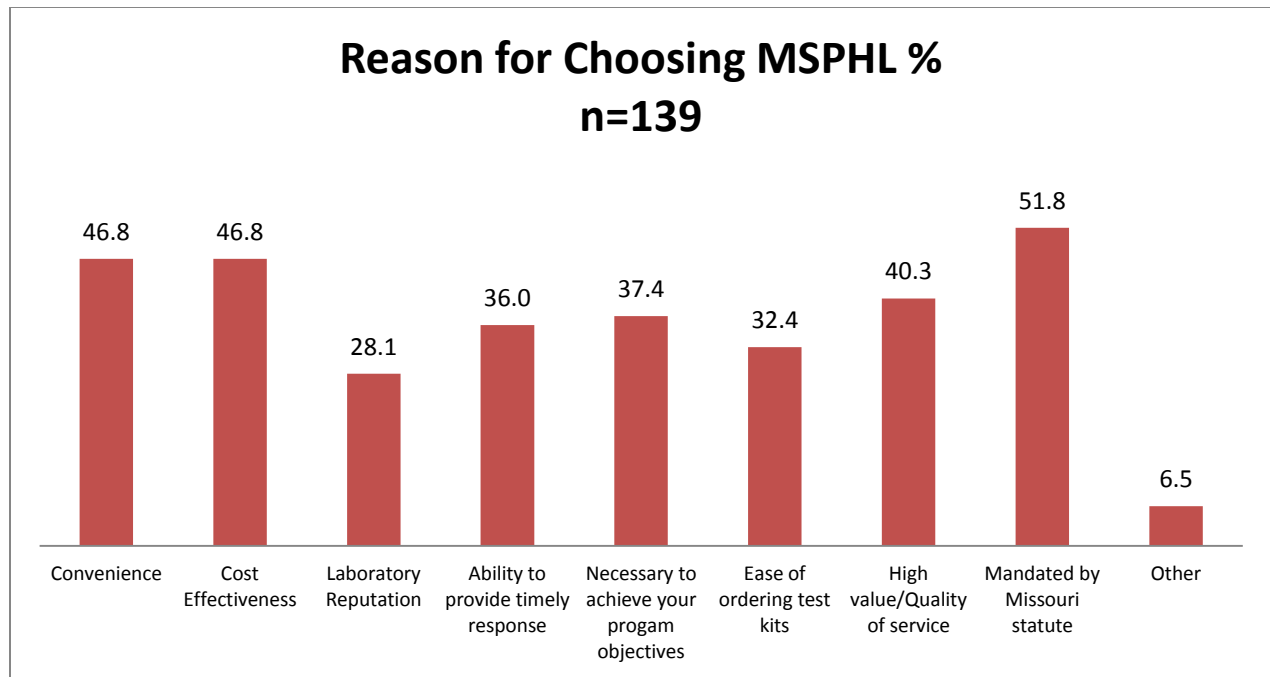
\*Others included college/university health centers, service organization and federal agencies

**How did you hear about this Survey?**



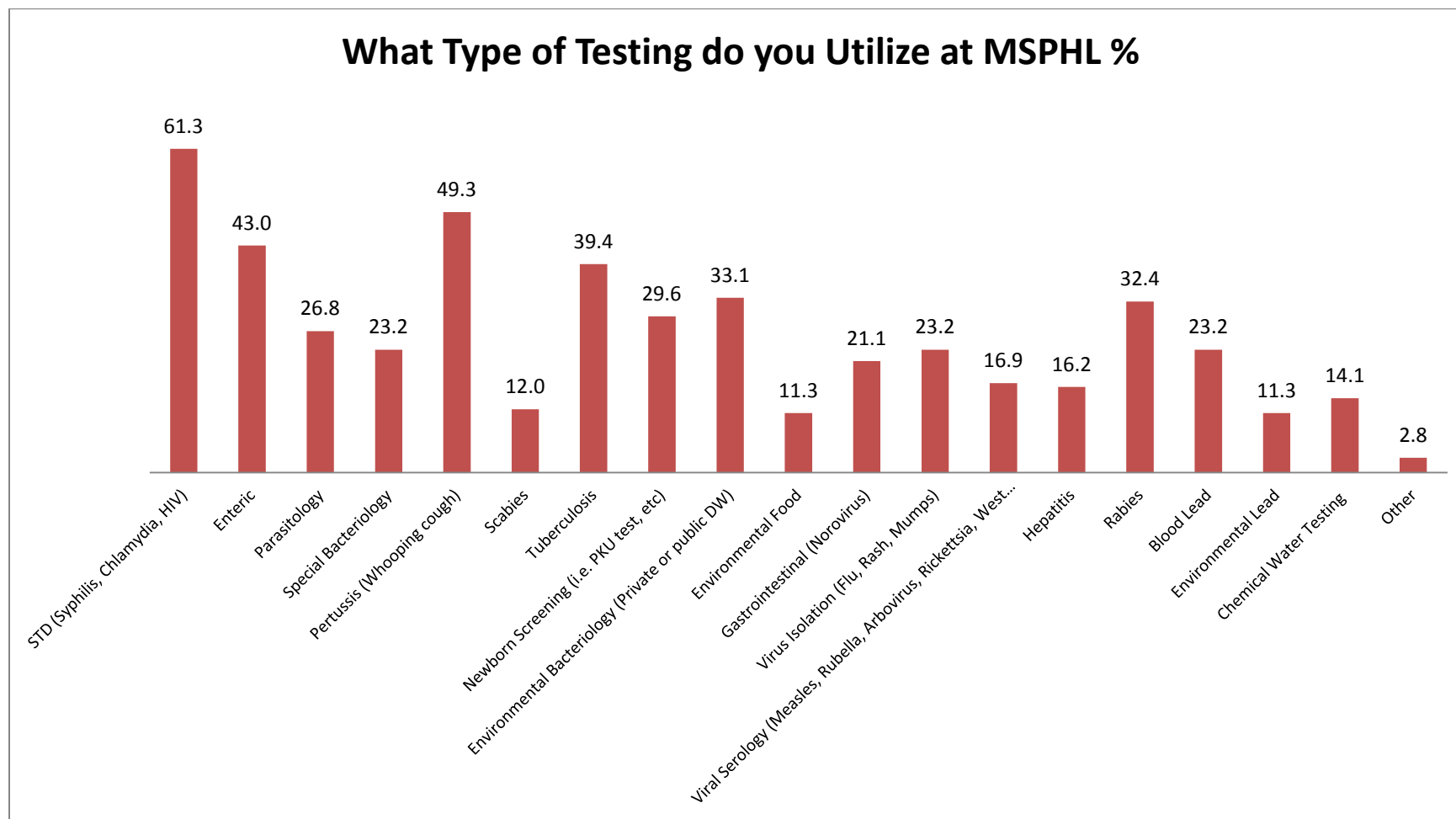
\*NOTE: Nine respondents said other but indicated flyer by mail or kit. This was part of the direct mailing so that has been added above.

### Reason for choosing MSPHL to Provide Testing?



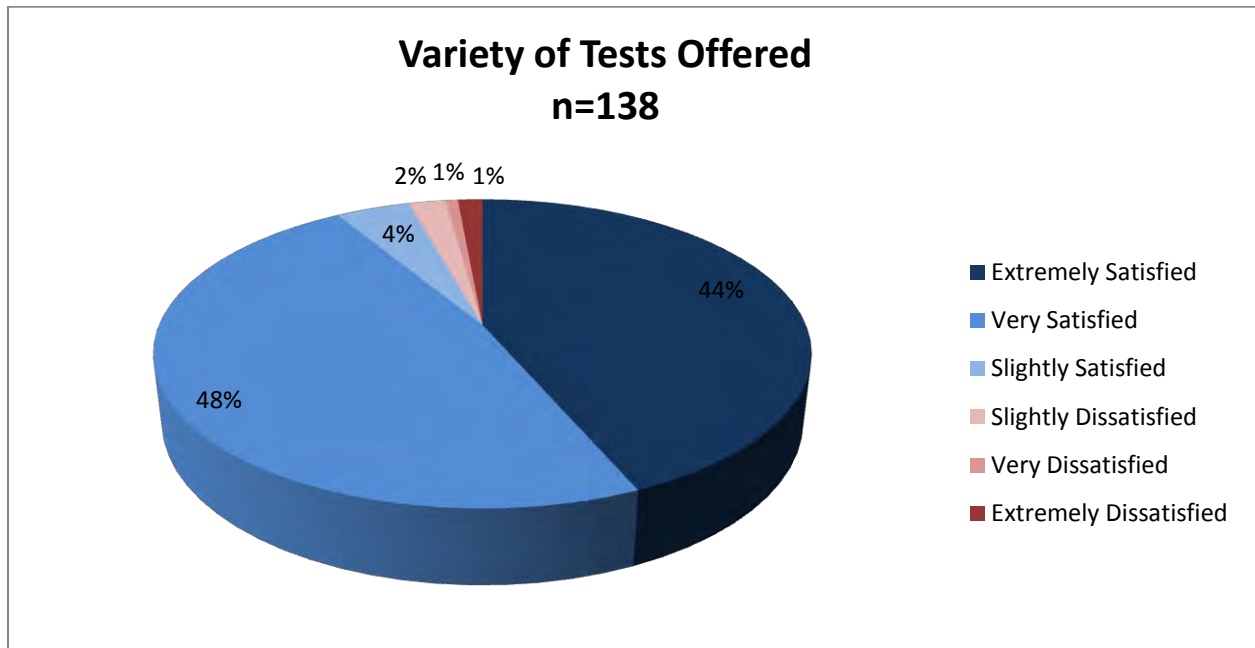
\*Other included newborn screening, Missouri Infertility Prevention Project (MIPP) and sexually transmitted disease (STD) sites and free testing.

### What type of testing do you utilize with MSPHL?



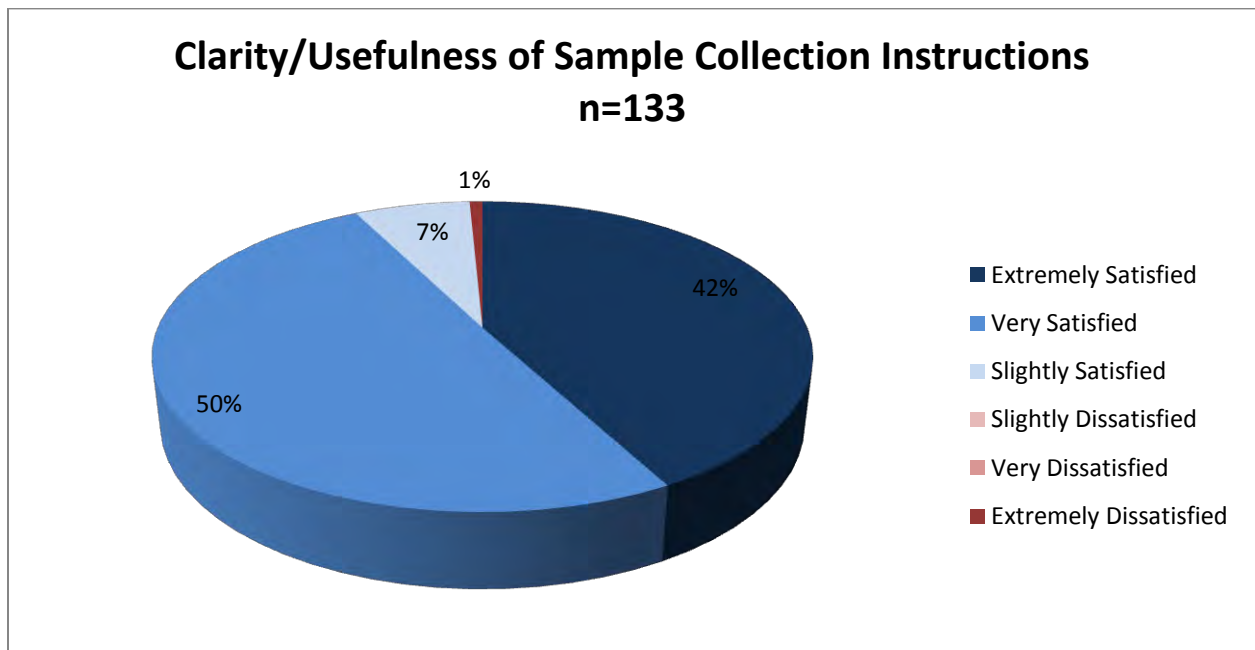
\*Other included reportable disease

**Level of Satisfaction with Technical Services**  
**Variety of tests offered?**



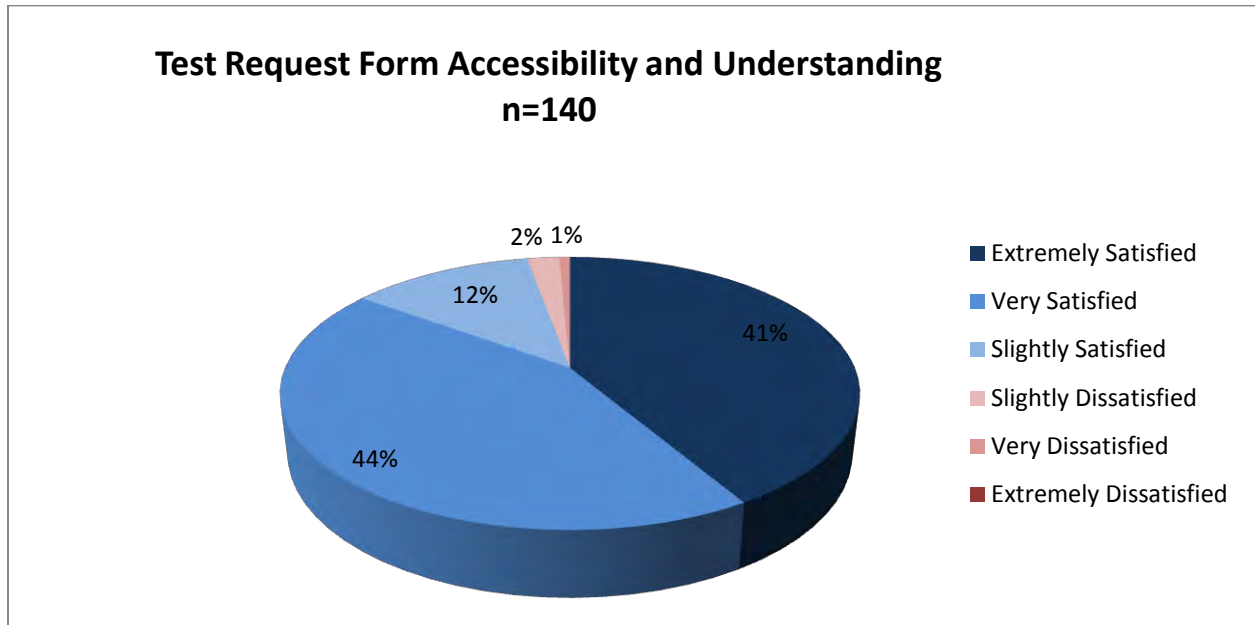
\*96% of respondents are at least slightly satisfied with the variety of tests offered.

**Clarity/Usefulness of the Sample Collection Instructions?**



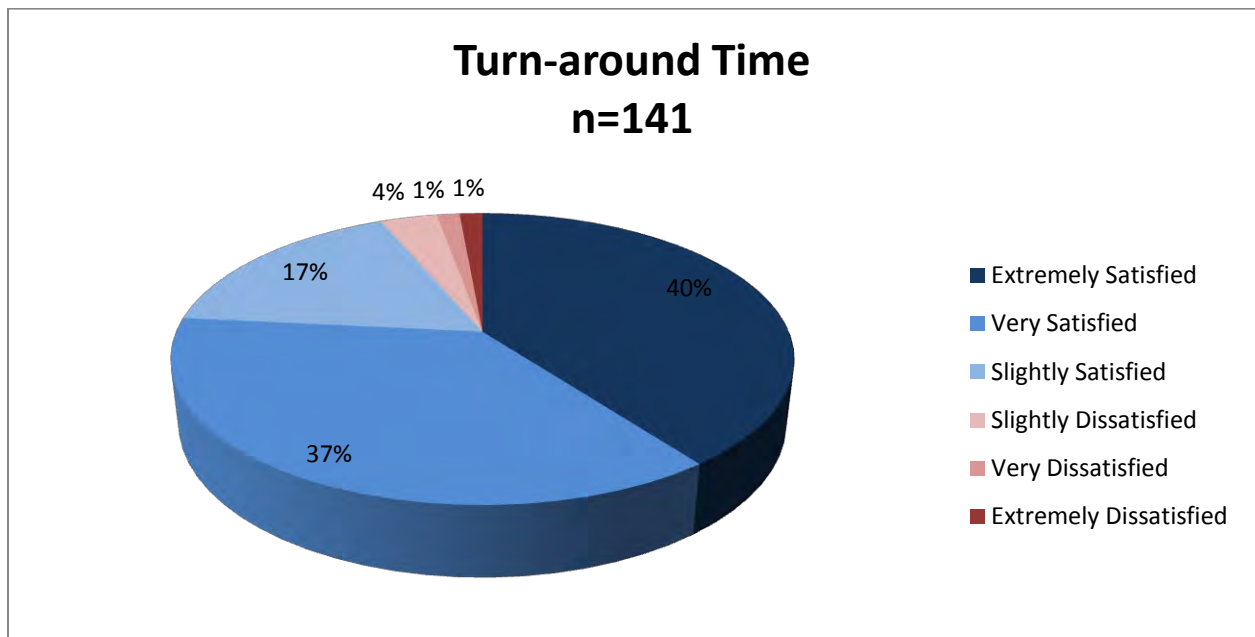
\*99% of respondents are at least slightly satisfied with the clarity and usefulness of the sample collection instructions.

### Test Request Form (accessibility/understanding)?



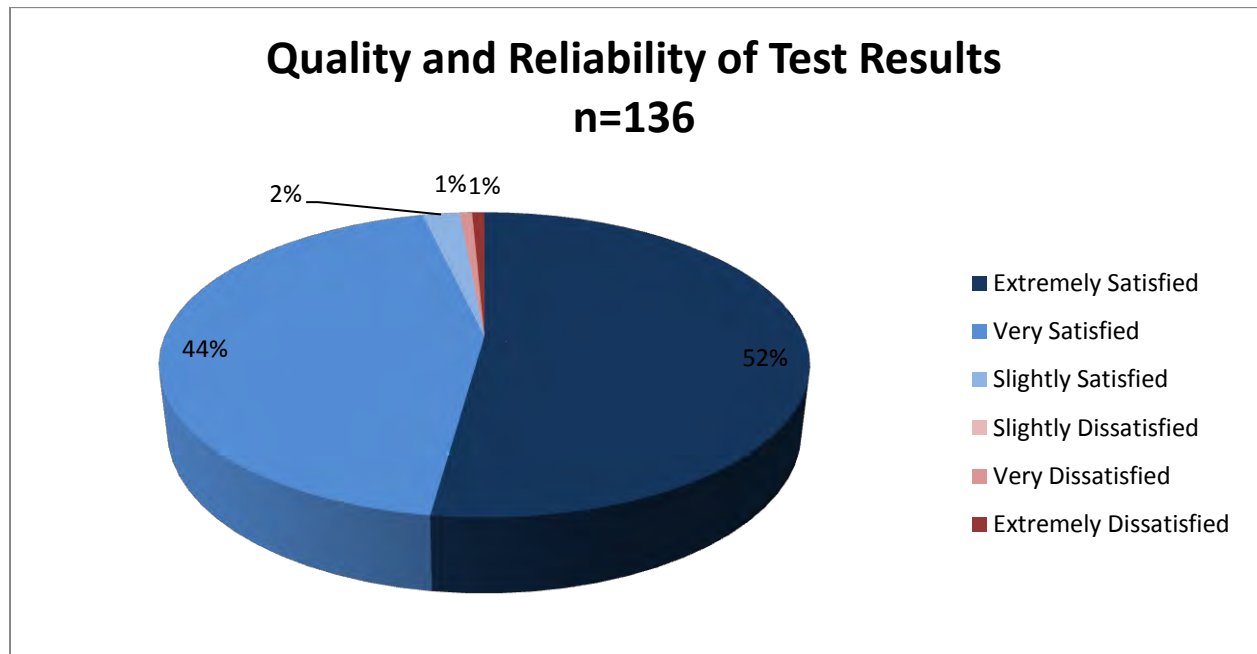
\*97% of respondents were at least slightly satisfied regarding test request form accessibility and understanding.

### Turn-around time from submission to receipt of result reports?



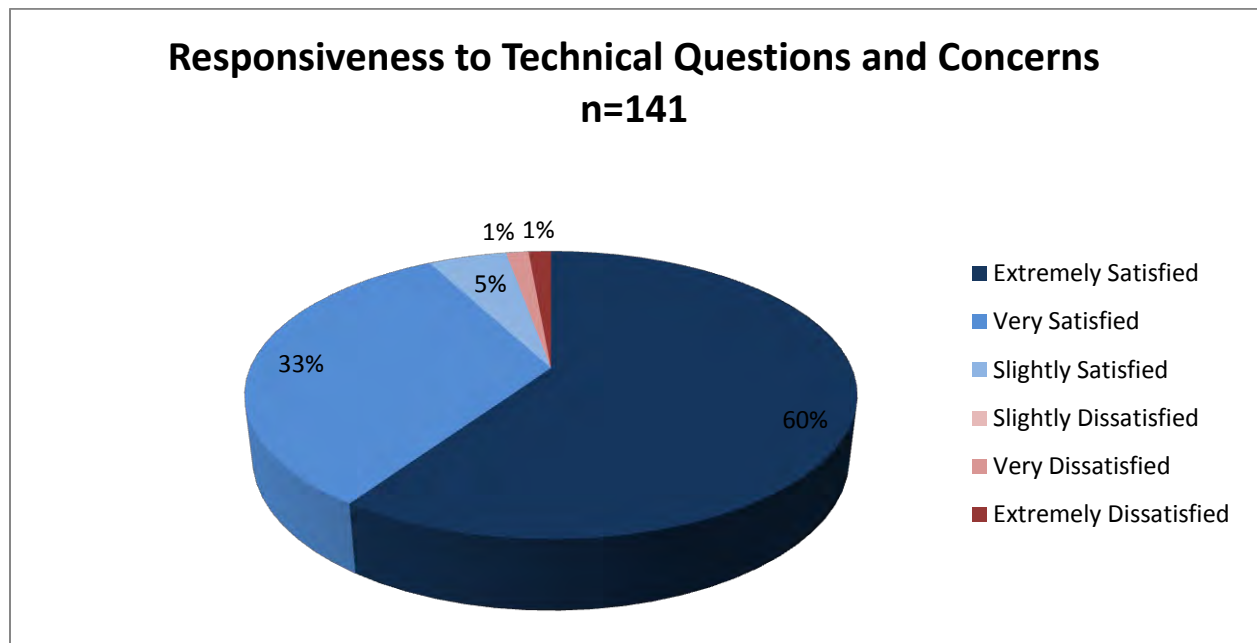
\*94% of respondents were at least slightly satisfied in regards to turn-around time from sample submission to result reporting.

### Quality/reliability of test results?



\*98 of respondents were at least slightly satisfied with the quality and reliability of test results.

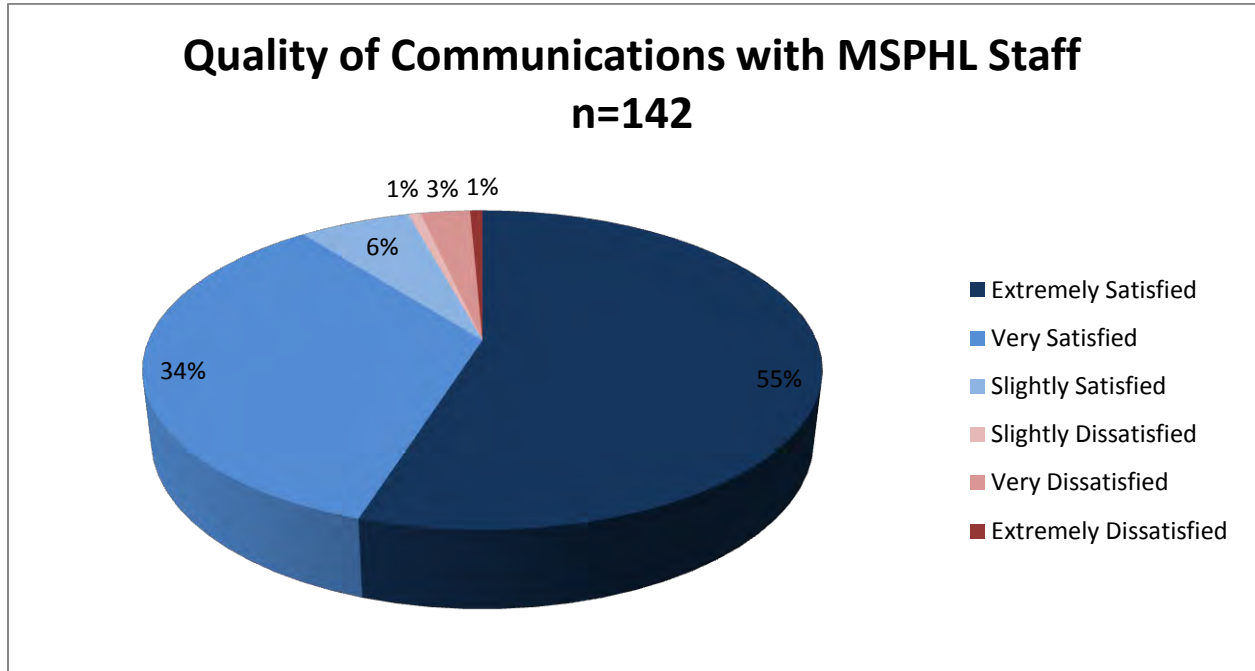
### Responsiveness to technical questions and concerns?



\*98% of respondents were at least slightly satisfied with the responsiveness to technical questions and concerns.

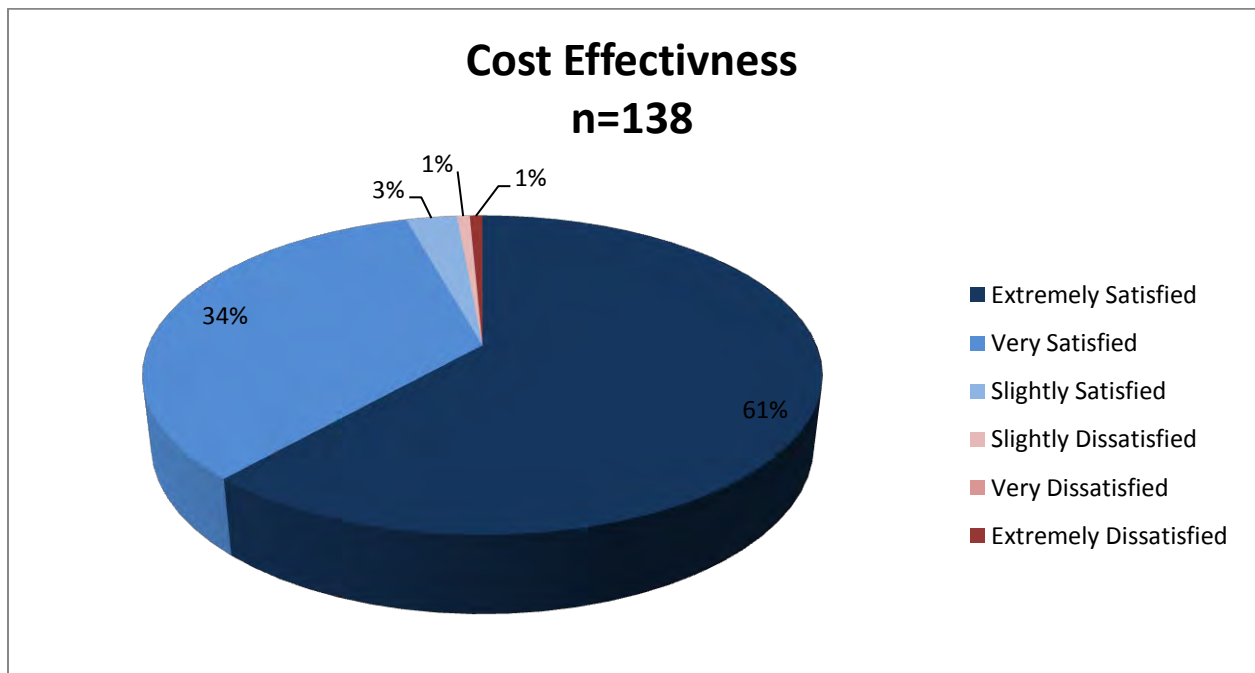


### Quality of Communications with MSPHL Staff?



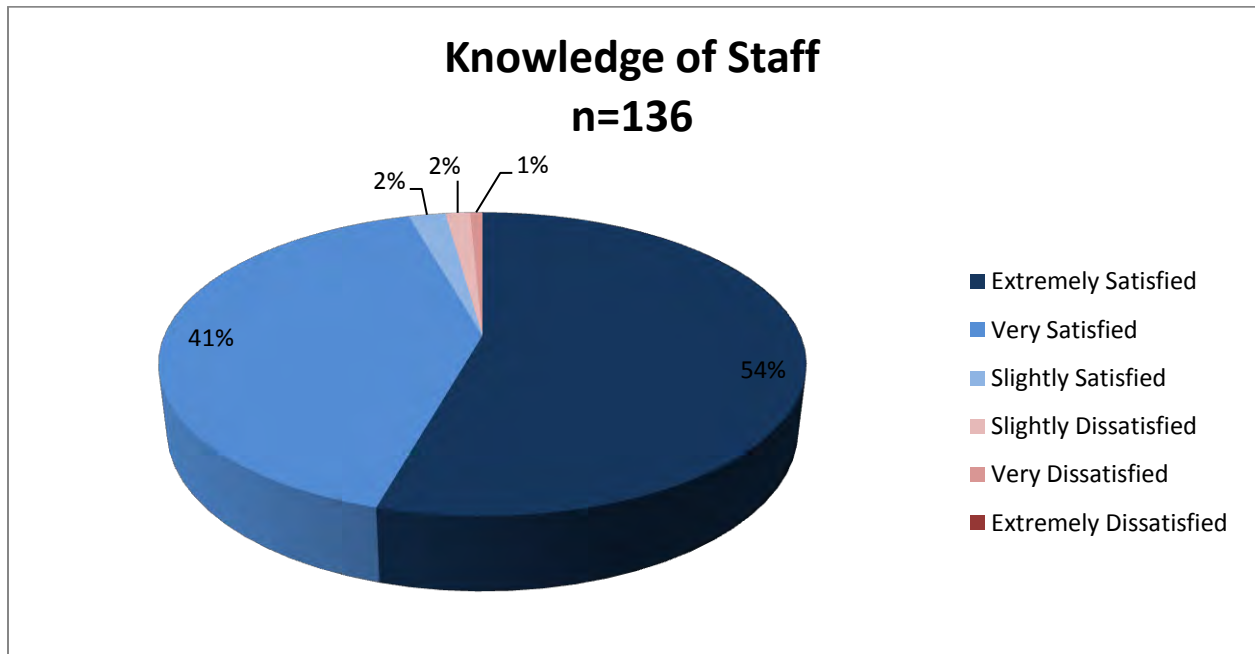
\*95% of respondents were at least slightly satisfied with quality of communications with MSPHL staff.

### Cost effectiveness?



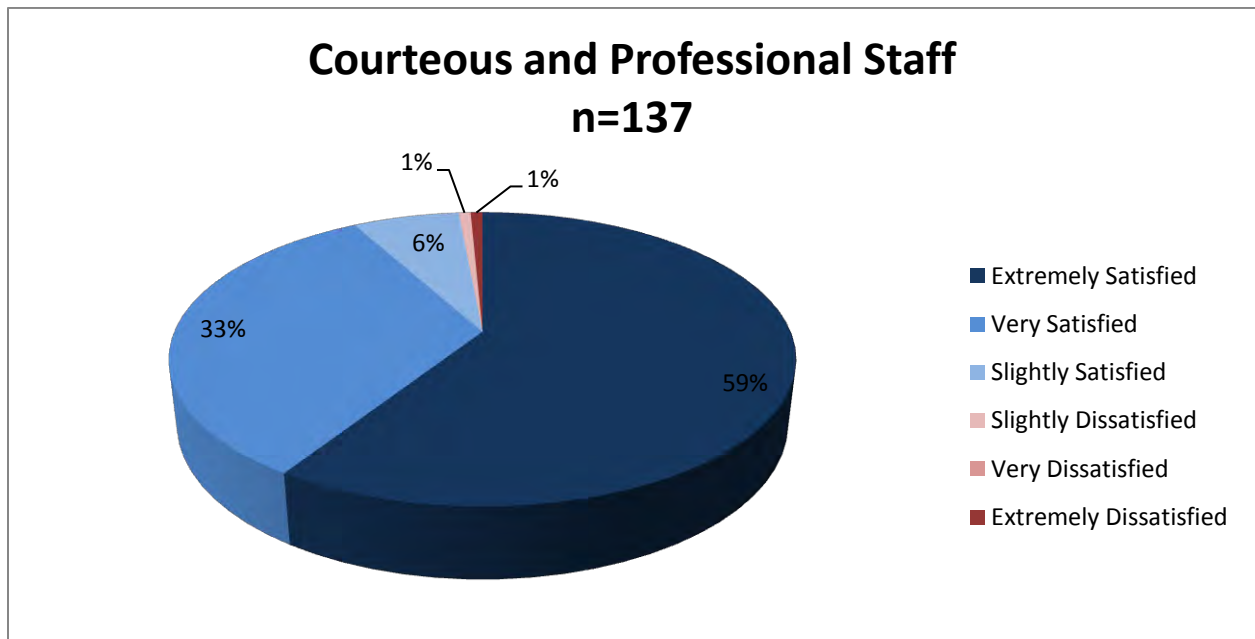
\*98% of respondents were at least slightly satisfied with cost effectiveness of testing.

**Level of Satisfaction with Administrative/Support Services**  
**Knowledge of staff?**



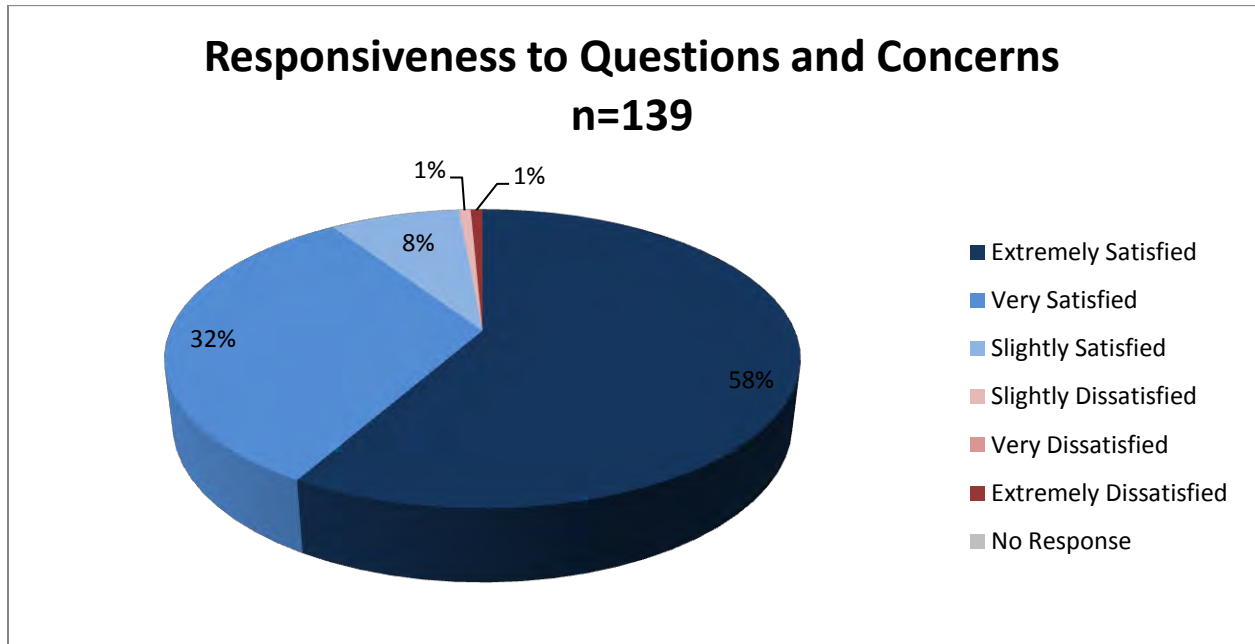
\*97% of respondents were at least slightly satisfied with the knowledge of staff.

**Courteous and Professional Staff?**



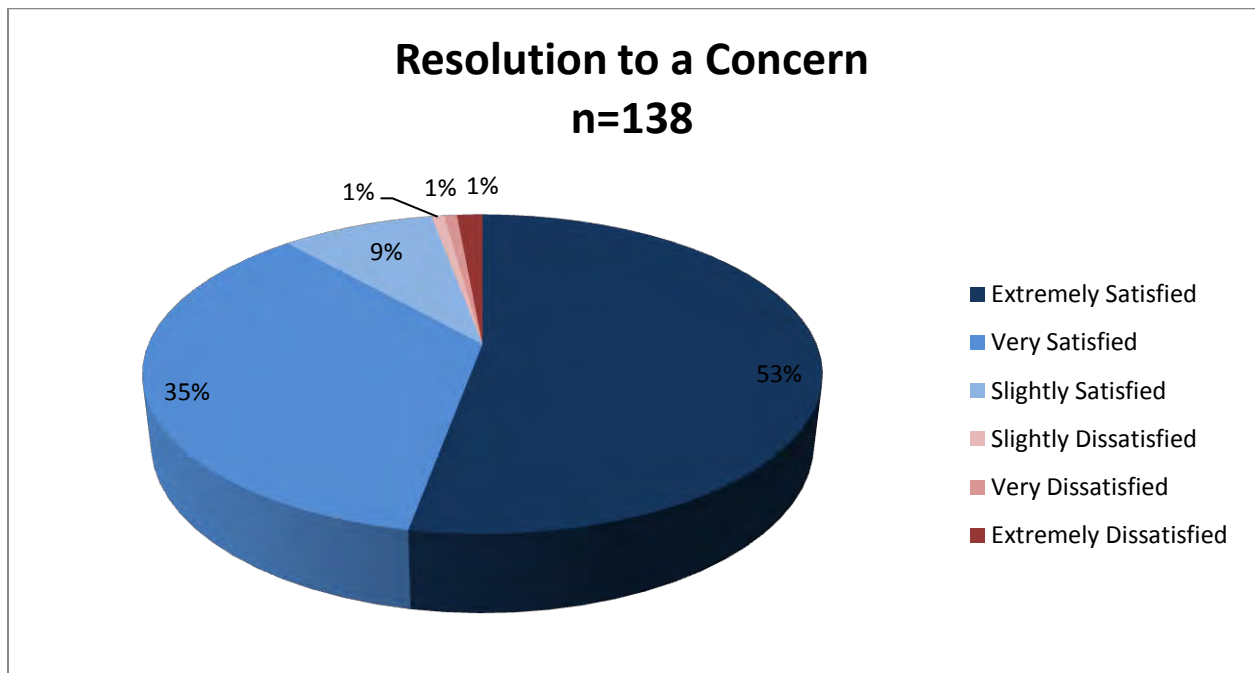
\*98% of respondents were at least slightly satisfied with courteous and professional natures of the staff.

### Responsiveness to Questions and Concerns?



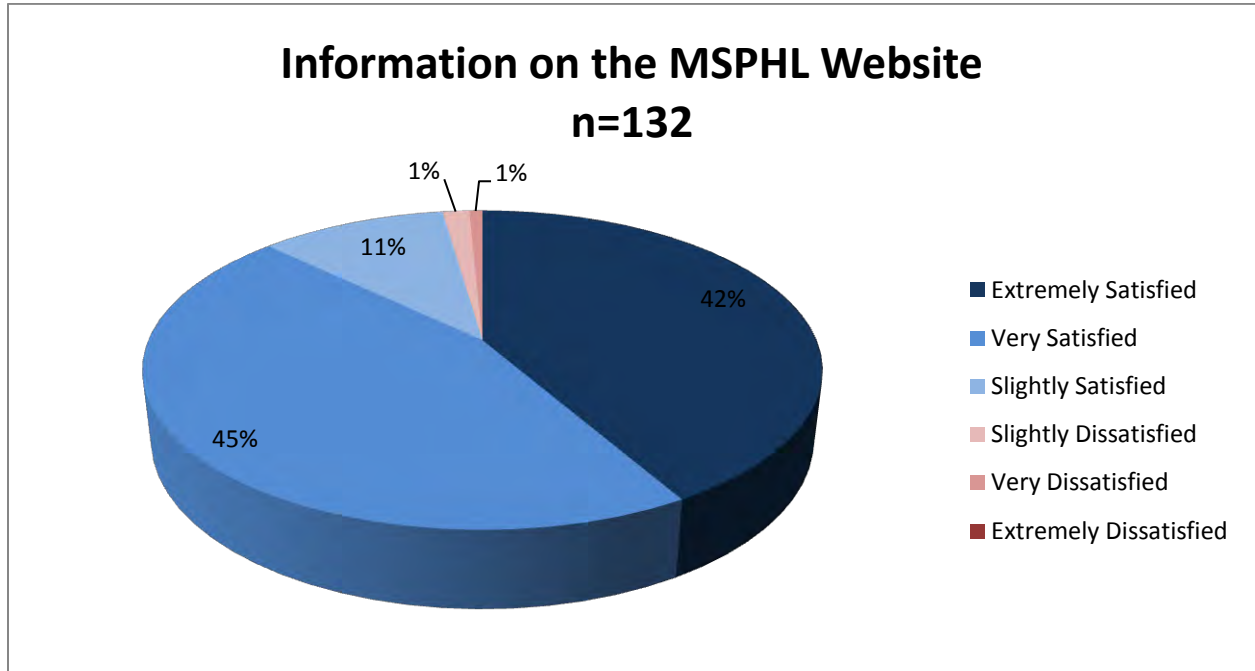
\*98% of respondents were at least slightly satisfied with the responsiveness of staff to questions and concerns.

### Resolution to a Concern?



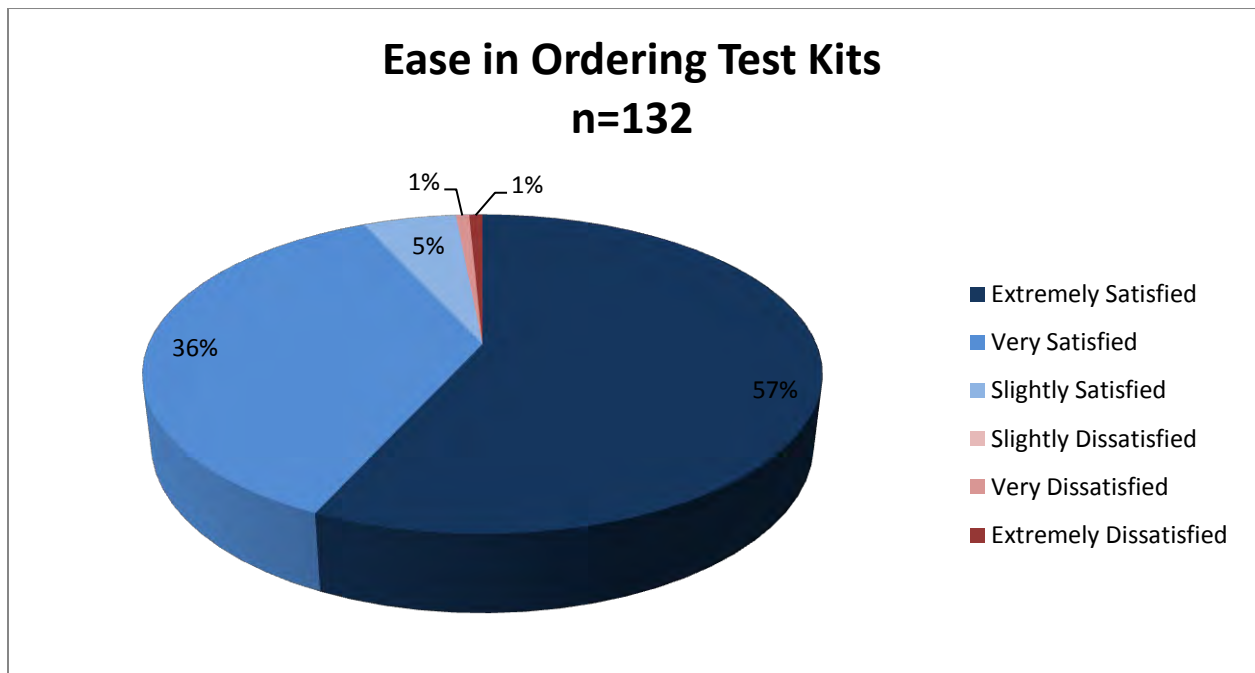
\*97% of respondents were at least slightly satisfied with the resolution to a concern by staff.

### Information on the MSPHL website?



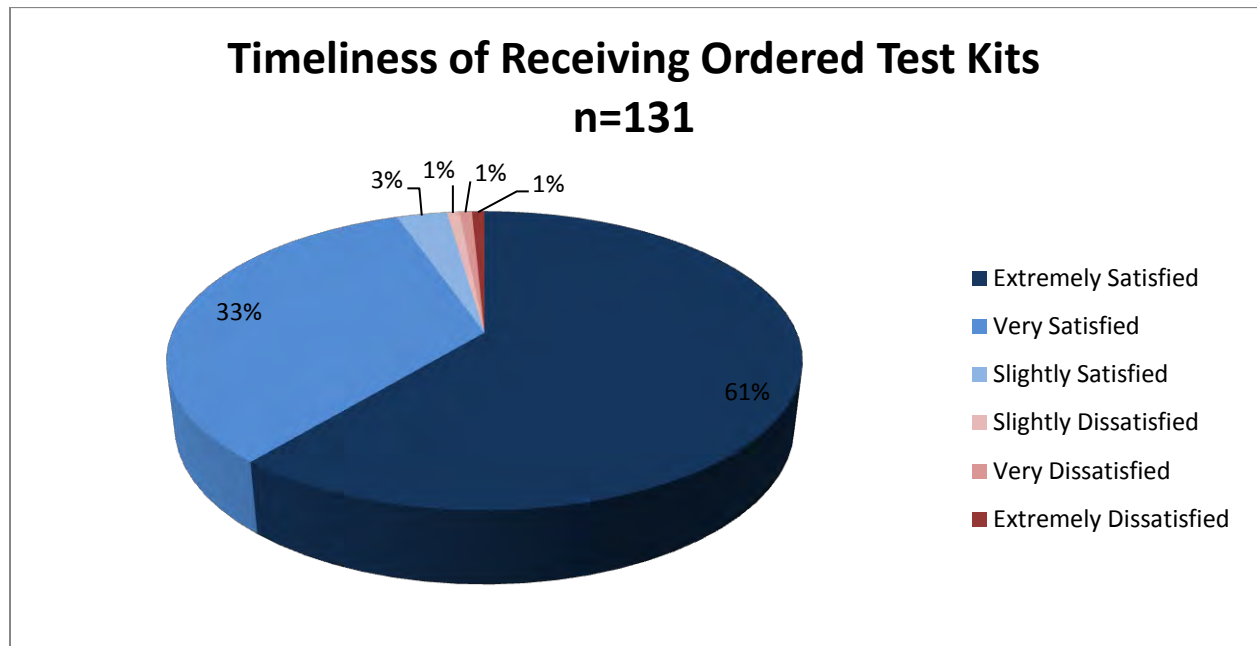
\*98% of respondents were at least slightly satisfied with the information available on the MSPHL website.

### Ease in Ordering Test Kits?



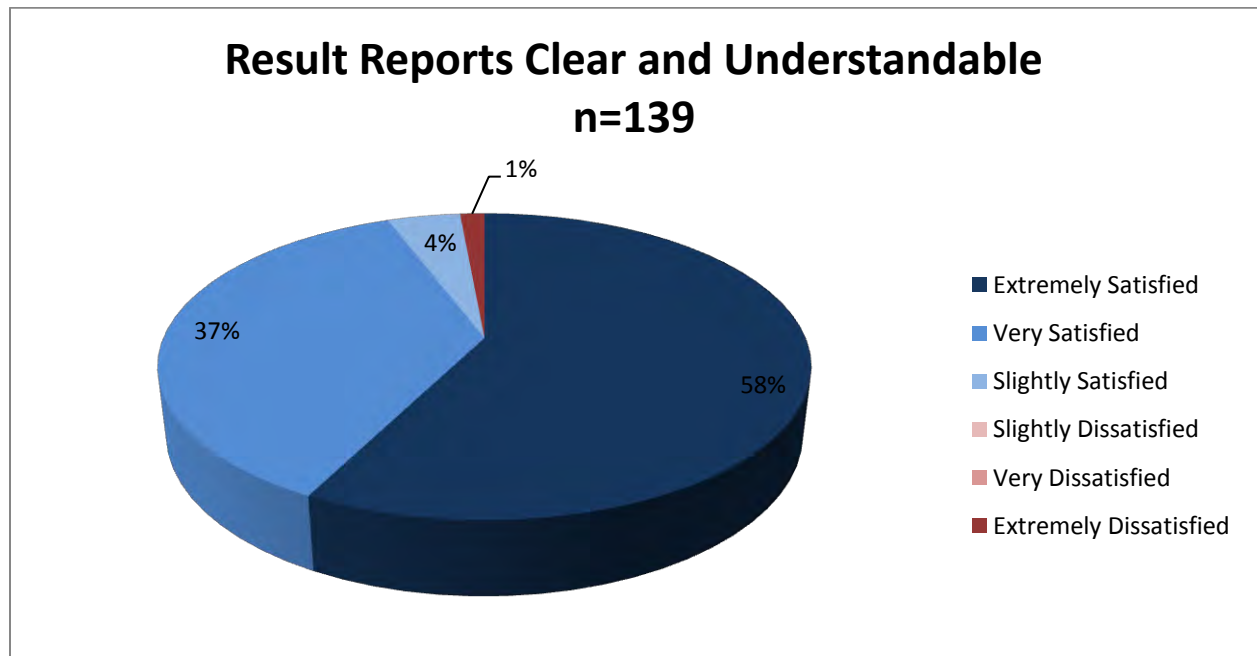
\*98% of respondents were at least slightly satisfied with the ease of ordering test kits.

### Timeliness of Receiving Ordered Test Kits?



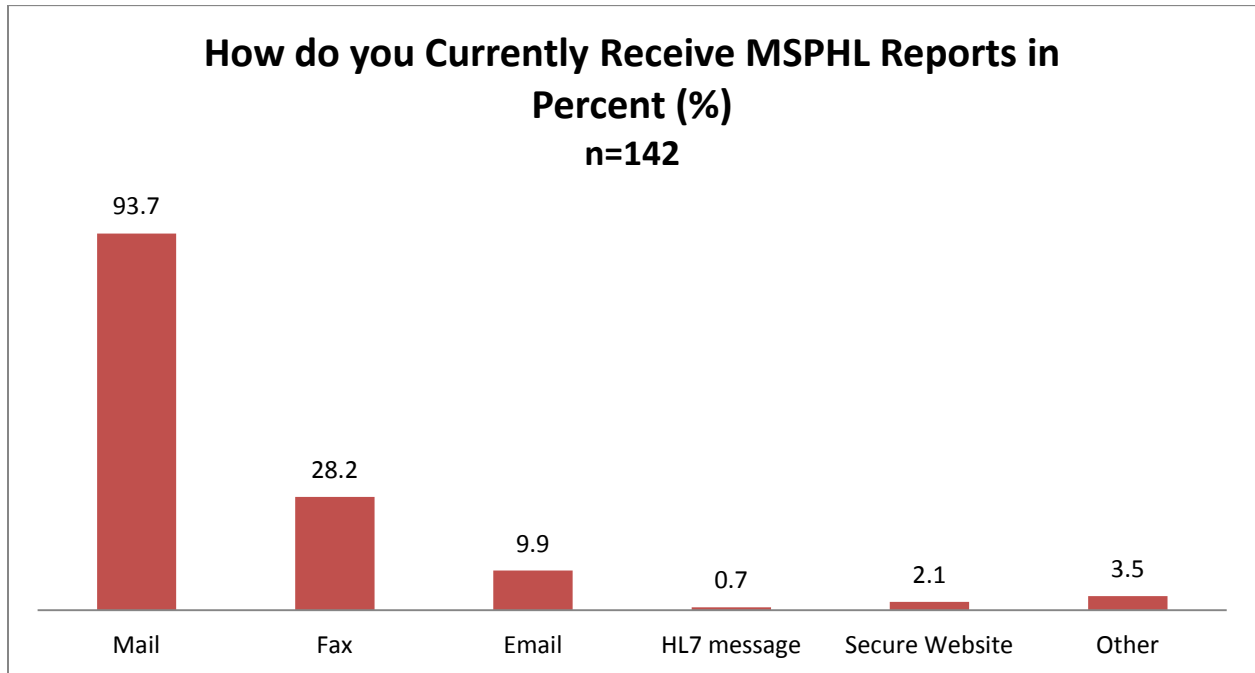
\*97% of respondents were at least slightly satisfied with timeliness of receiving ordered test kits.

### Result Reports clear and understandable?



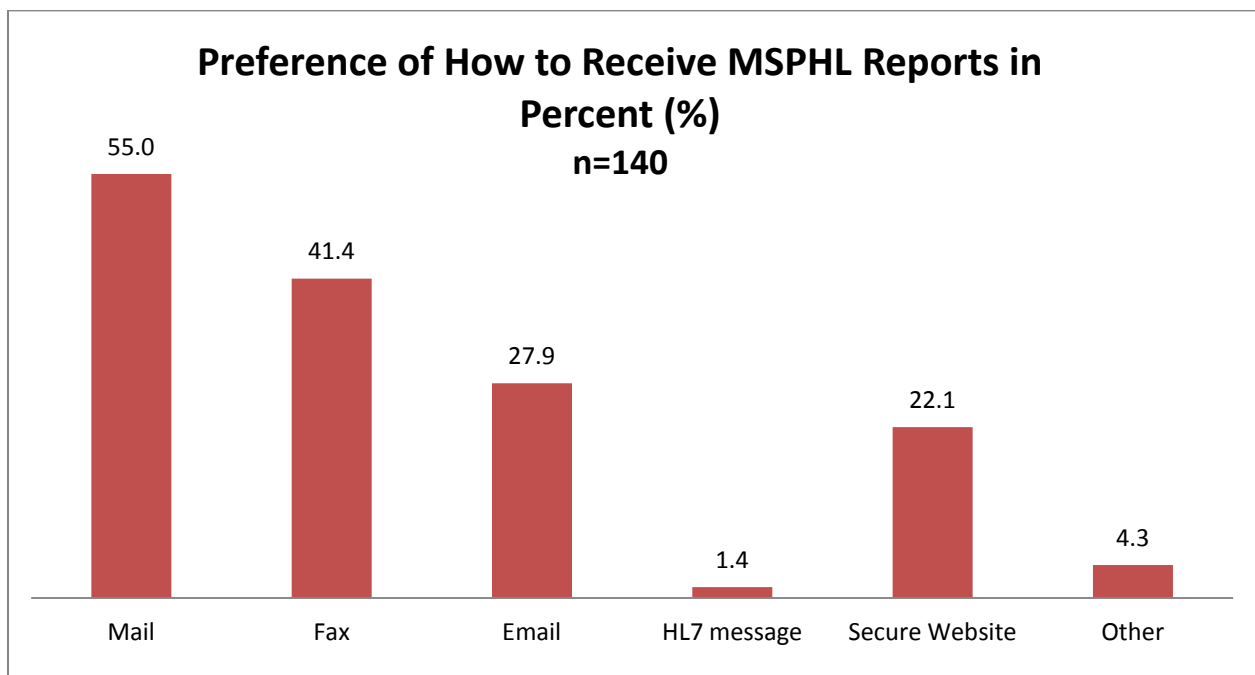
\*99% of respondents were at least slightly satisfied that the result reports were clear and understandable.

### How do you currently receive MSPHL Reports?



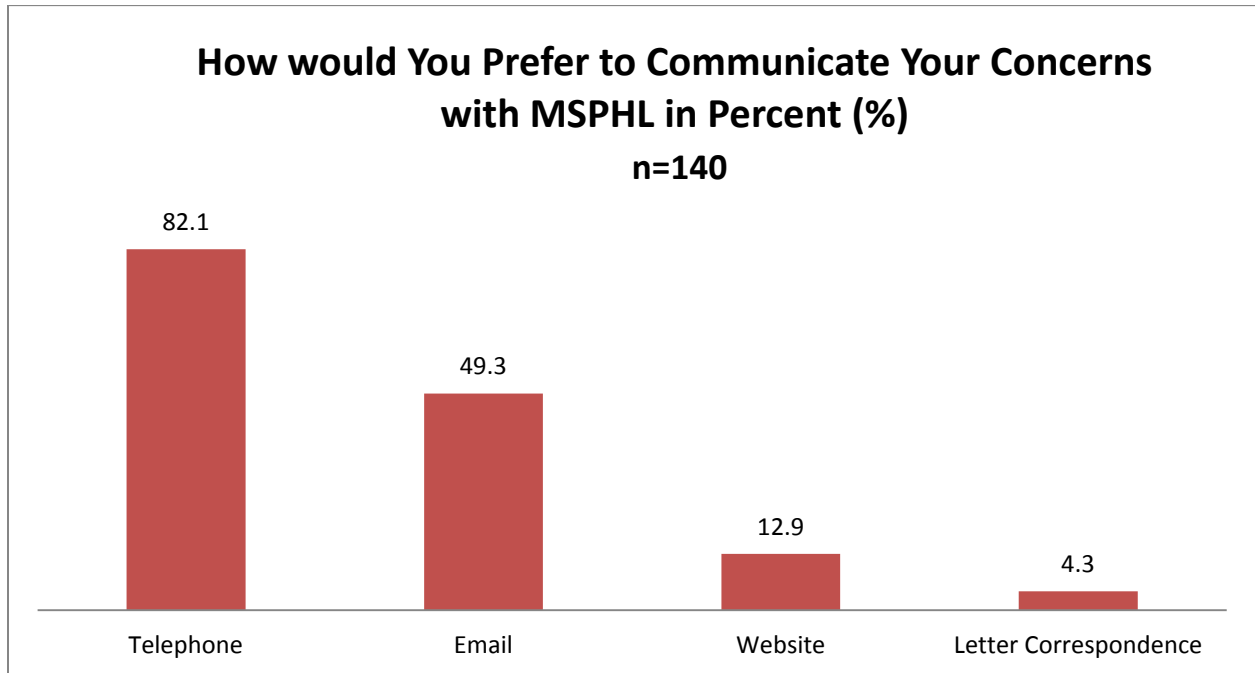
\*Other includes phone or via Electronic Medical Record (EMR).

### How Would You Prefer to Receive MSPHL Reports?

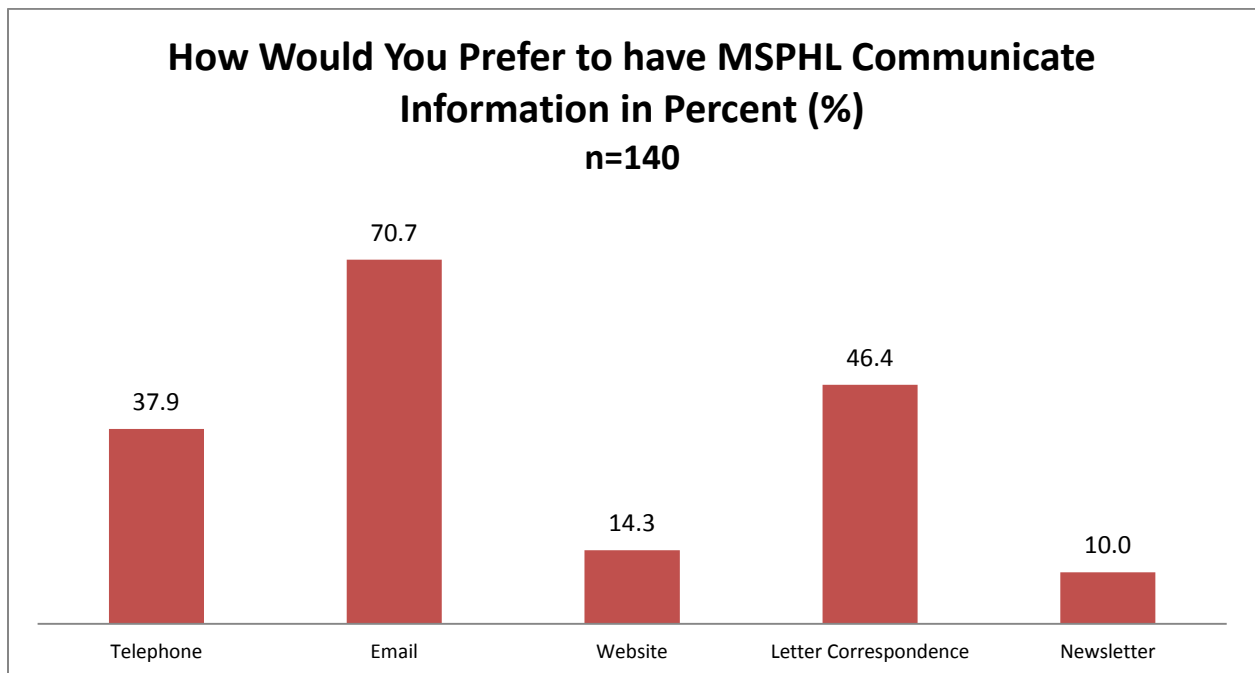


\*Other includes phone

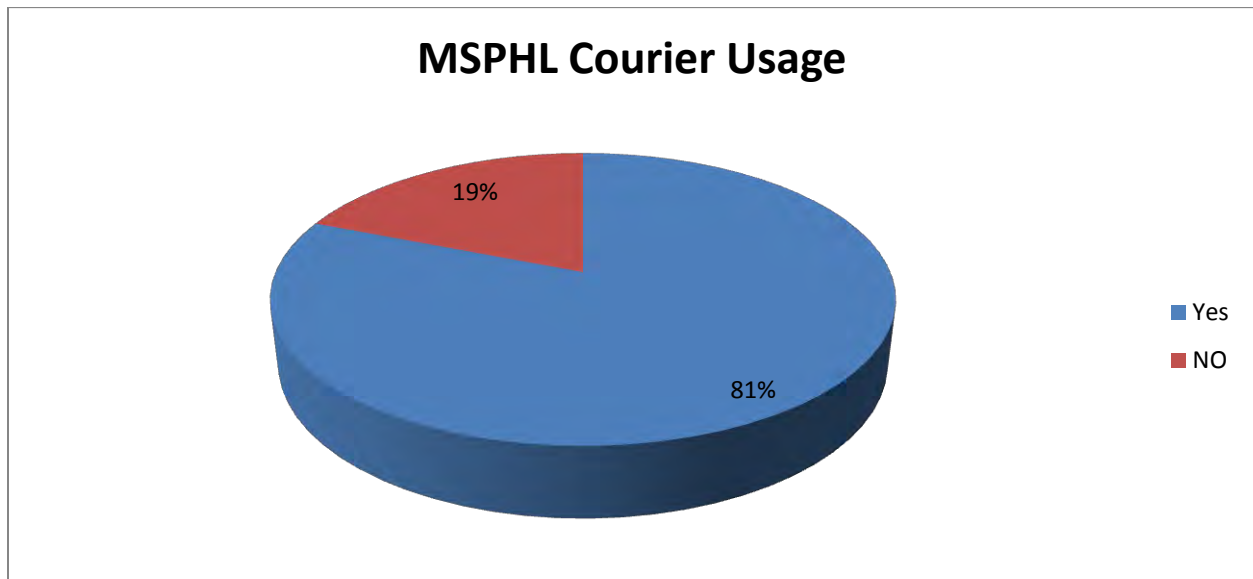
### How Would You Prefer to Communicate Your Concerns with MSPHL?



### How would you prefer to have MSPHL Communicate Information?

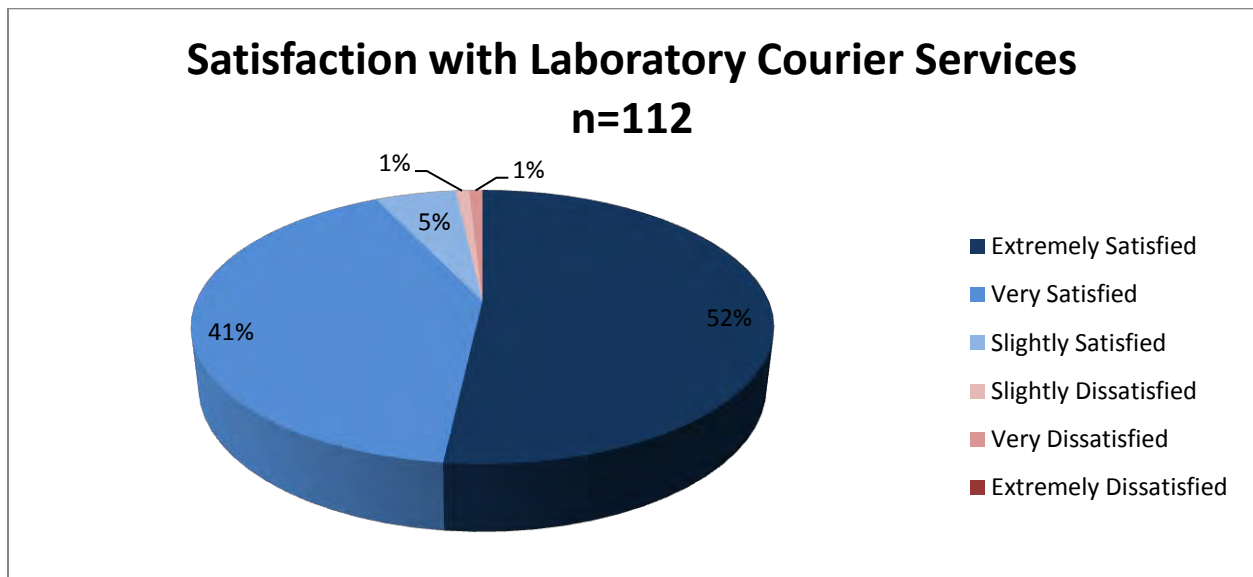


### Do you utilize the MSPHL Courier Services?



\*Several comments were given in the free text field regarding reason to prevent use of the MSPHL courier service. Those included: did not know there was a courier service, didn't need one, do not perform lab services at their facility, take specimens to a courier location near their facility, distance from the laboratory and send specimens by mail.

### Satisfaction with Laboratory Courier Services?



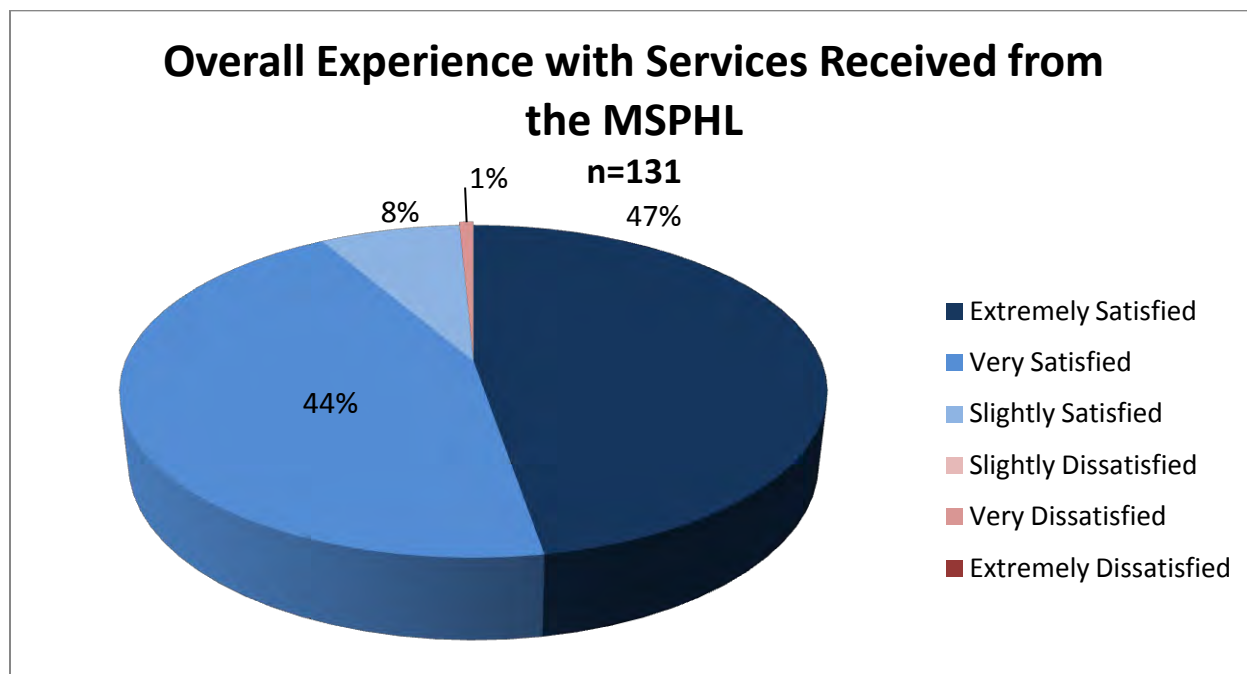
\*98% of respondents were at least slightly satisfied with the laboratory courier services.

Several comments were made in the free text field in regards to satisfaction with courier services. Comments includes: always prompt and courteous, difficult to get to the courier pick up site



at scheduled time due to testing hours, hard to know when the holidays are to know when the courier will not be coming.

#### Overall Experience with Services Received from the MSPHL?



\*99% of respondents were at least slightly satisfied with the overall experience of services provided by the MSPHL.

Several comments were made in the free text field in regards to customers overall experience with the MSPHL. Comments include positive remarks about the laboratory services, quick turnaround when requesting results and that MSPHL staff are helpful, pleasant and professional. Additional comments included satisfaction with entire process from sample submission to receiving results and one customer was "very much appreciative" for the recent in-service, and another customer commented that it takes a long time to receive results by mail.

#### Suggestions on how MSPHL can better serve you?

Suggestions	Action
Turnaround Time	
Improve turnaround time on test results	The State Public Health Laboratory is not a 24/7 diagnostic laboratory. While the laboratory tries to provide test results in a timely manner, the Laboratory also wants to make sure it provides its

	<p>customers with the highest quality of results. The Laboratory is more than happy to discuss the turnaround time for a particular result with you and feel free to call anytime to check on the status. You may also find turnaround times for all tests provided at MSPHL at <a href="http://health.mo.gov/lab/index.php">http://health.mo.gov/lab/index.php</a></p>
<b>Courier Services</b>	
<p>Can the courier add a pickup location or bring reports (in confidential manner) to us when he picks up specimens to reduce turn-around time.</p>	<p>The MSPHL continually evaluates courier pick up locations based upon a number of variables; including, geographic location, proximity in time and miles to other pick sites, overall use, and cost effectiveness. At this time, no additional pick up sites are planned. A full listing of current facilities can be located at <a href="http://www.health.mo.gov/lab/courierservices.php">http://www.health.mo.gov/lab/courierservices.php</a></p> <p>The Laboratory can't send reports back with our courier due to cost restraints. It would double our current contract costs to distribute and return items from Jefferson City via the courier.</p>
<b>Communication</b>	
<p>Customers commented that they would like to see improved communication through more newsletters and trainings.</p>	<p>MPSHL provides two newsletters a year to stakeholders. It would be nice to be able to put them out more frequently but time and man power is limited. If the Laboratory could alleviate these obstacles it will consider producing the newsletter more often.</p> <p>MPSHL offered a regional training in March 2013 and does have plans to add additional trainings.</p>
<p>Improve flexibility of test request forms, request changes to test result report, ease of test kit orders and improve communication of test results.</p>	<p>PDF limits you to what you can do to manipulate the test request form.</p> <p>The laboratory will look into making it easier to find forms for ease of ordering.</p> <p>Current policy is to only make changes to the form unless it is a data entry error by the MSPHL. There are future plans to have a universal policy to possibly address these issues and future electronic ordering will alleviate this issue.</p> <p>The MSPHL performs testing not interpretation of the results. All inquiries regarding test results need to go to the submitting facility.</p>

Expanded Testing	
<p>Would like to see expanded testing at the MSPHL including MOTT, hepatitis and pollutant testing.</p>	<p>MSPHL has been expanding and enhancing their testing services. Several areas within the laboratory have expanded their testing capabilities over the last year including TB. Since December 2012, the MSPHL laboratory is capable of identifying all <i>Mycobacterium</i> species submitted for identification. In collaboration with the Molecular Unit, all NTM that could not be identified using HPLC or phenotypic characteristics are transferred for 16S sequencing.</p> <p>While the laboratory would like to provide expanded testing for hepatitis there is an immunization program that limits testing funds for Hepatitis B to a narrow demographic (e.g. pregnant women and infants) and refugees. The Missouri Hepatitis C Alliance does provide free HCV screen testing at select health departments</p> <p>On a future survey, the Laboratory will ask what pollutants customers are interested in having the laboratory test for and explore the possibility of expanding testing for those of public health concern.</p>
Transmission of Result Reports	
<p>Improve access to laboratory results to reduce the turn-around time of sending results through the mail.</p>	<p>Newborn screening is working on a web portal that will begin its initial phases of validation in 2013</p> <p>The Laboratory does provide HL7 messaging capabilities. Laboratory is moving to HL7 messaging capabilities that will provide quicker access to result reports.</p>